

EXCELSIOR Security Training Academy, LLC
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December 18, 2007

In my capacity as former Vice President with LB&B for Security Operations, I write this Letter of Reference on behalf of EXCELSIOR Security Training, and its President/CEO Albert (E.Q.) Esquillin.

Since before the initiation of service to the GSA Contract Guard service provided to the Combined Medicaid/Medicare Systems (CMS) facility in the Baltimore area, you have played a crucial role. From identifying and acquiring a training facility in close proximity to the site, to locating a firearm provider and range facility that would provide needed firearm acquisition and training support.

To ensure no impact to the ongoing operational schedule of the facility, while training veteran and newly recruited physical security personnel, you developed a multi-tiered training schedule. This enabled over two hundred (200) personnel, despite their current work schedule, to attend all of the required seventy two (72) hour Basic Contract Guard training, as well as the accompanying forty (40) hour required firearm training, within a three month period. This was a considerable feat in that seventy percent (70%) of the veteran guard force was replaced, and a transition from revolver to semi-automatic firearm was also required to take place.

Your dynamic classroom manner called from the students their full attention and best efforts. The results are evidenced in the site's first Quality of Service grade from the Federal Protective Service (FPS) being a grade of 95%, just three months after LB&B took full control of security services, per FPS, "an unheard of achievement". The ongoing service you provided over the three years of EXCELSIOR training support has been a major factor in the site maintaining an average Quality of Service grade of 95% or better, coupled with ZERO personnel failing the GSA Contract Guard Test, during this same period of ongoing Contract Guard training.

The Physical Security Force/Contract Guards at the CMS Site have an esprit de corps that is reflected in their ongoing commitment to a high level of service to the employees and visitors to that facility. As a former Marine myself, it is the manner of service that I demanded, and saw in you and your staff. As a professional trainer of personnel to serve in this capacity, you and your EXCELSIOR Staff are to be commended on so highly exceeding my expectations. Well Done!!



Michael S. Bradshaw